Effective two-way communication with hospital registries can help build strong relationships and improve reporting.

- Develop a plan to communicate with hospital registrars on a regular basis.
  - It may help to designate a single point of contact or liaison at the central registry for each facility to develop one-on-one personal connections.

- Maintain an up-to-date list of key contacts at hospital registries, including on-site contacts for facilities with contracted staff.

- Provide monthly or quarterly communications via a newsletter or the state cancer registrars association. Topics may include education, abstracting tips, central registry news and events, and approaching deadlines.

- Hold quarterly or biannual town hall–style meetings with hospital registrars to cover important topics of interest and give registrars an opportunity to ask questions and share ideas among themselves.

- Use electronic surveys to get feedback and input from hospital registrars. There are a number of no-cost, easy to use survey tools available online.

- Implement encrypted email or other secure data exchange tools to facilitate communication.

- Implement use of a portal or inquiry system for all abstracting and coding questions to ensure standardized answers, less redundancy, and documented responses with tracking and search functions.

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Tips to Improve Communication with Hospital Registries

This tip sheet was developed based on contributions from central registries throughout North America. It is not meant to lay out a specific methodology, but rather as a starting point for more in-depth discussions, development of tools, and the establishment of new processes or practices within individual registries as appropriate.

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